

TennCare Eligibility Appeals Director

Status: *Executive Service*

Agency: Health Care Finance & Administration/TennCare, Eligibility Appeals Division

Note*: This is an Executive Service Appointment good for a period not to exceed a maximum of one (1) year. An Executive Service employee serves at the pleasure of the Appointing Authority. As such, if conditions arise such as work curtailment or unavailability, sub-standard work performance, poor attendance or conduct, termination of employment may occur prior to the completion of 1 year. Further, individuals hired into this open position(s) will not have a right to appeal, or standards for the application of disciplinary procedures applying to regularly appointed employees that have achieved career status do not apply to executive service appointed employees.

Individuals hired for the period not exceed the max of 1 year do not qualify for a Pay for Performance incentive benefit. However, these individuals do receive some of the same benefits options as regular positions.

Job Description:

The TennCare Eligibility Appeals Director will provide operational over-site and leadership to the Appeals Operations Group within TennCare Member Services. They will work under the immediate supervision of the TennCare Eligibility Appeals Administrator. The TennCare Eligibility Appeals Director will develop unit goals, priorities, objectives and strategies. Additionally, they will ensure communication and action plans are developed and efficiently and effectively implemented. The director will develop and implement quality assurance and employee evaluation standards and measures; ensure collaborative problem solving and decision-making processes are utilized to maximize the efficiency of the appeals process; and monitor the risk and quality of all aspects of the appeals evaluation process. The TennCare Eligibility Appeals Director must maintain a current knowledge base of policy and regulations surrounding Medicaid.

Qualifications:

- Graduation from an accredited college or university with a bachelor's degree and experience equivalent to five years of professional level experience interpreting policy or procedural provisions for a TennCare, Medicaid, Managed Care, or other related health insurance organization, of which two years must include drafting contractual requirements, developing rules and regulations, or supervising professional staff who deal with health insurance.
- Ability to adapt to changing priorities and deadlines
- Ability to exercise sound judgment
- Strong organizational skills necessary, including the ability to prioritize, multi-task and manage workload to meet specific timeframes and deadlines
- Excellent writing and communication skills required

Job Location: Nashville, Tennessee

How to Apply: Qualified candidates should send their resumes along with a cover letter to kayla.turner@tn.gov by February 16, 2016.